

# Presenting your New Bill Statement



FOR MORE DETAIL ON "How to Read Your Bill" go to [www.cox.com/support](http://www.cox.com/support)

- 1 Your Account Number.
- 2 How to Reach Us.
- 3 Important Messages, Reminders and Offers.  
Includes promotions, savings opportunities, and news.
- 4 Account Summary.  
Reflects charges payments and credits as of your bill print date.
- 5 Your Payment Coupon.  
Simply tear it off and mail in the enclosed envelope.
- 6 Summary of Charges.  
Itemized details of charges, broken out by service:  
Cox Digital Cable®; Cox Highspeed Internet® and Cox Digital Telephone®.

February 10, 2009 bill for Steve Smith

Page 1 of 4

123 Main St  
Anywhere, USA 12345  
640 DMS KC RP-16 003464 017208 YYYNNNNY 01  
#BWNJNWQ  
#215AFAPQBPB5013#  
STEVE SMITH  
123 MAIN ST  
ANYWHERE, USA 12345-6789

1 Account number 001 0110 00899999  
Pin 9999  
Service at 123 Main St  
Anywhere, USA 12345-6789

2 ? Questions?  
Visit us at [www.cox.com](http://www.cox.com)  
Call us at 123-456-7890

Thank you for choosing Cox Communications.

3 Channel Line-up change: Effective March 31st, Cox will be moving Oxygen from channel 65 in the Expanded Basic lineup to channel 351 in the Digital Variety Tier. Additionally, Discovery Health will be moving from channel 70 to channel 65 on March 31st.

ACCOUNT SUMMARY as of Feb 10, 2009

Previous Balance	\$100.00
Credit Adjustments	-\$31.48
Payment Received Jan 25	-100.00
REMAINING PREVIOUS BALANCE	\$10.49
TOTAL NEW CHARGES	\$98.04
TOTAL DUE BY MAR 4, 2009	\$108.53

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February 10, 2009 bill for Steve Smith  
Account number 001 0110 00899999  
Service at 123 Main St  
Anywhere, USA 12345-6789

TOTAL DUE BY MAR 4, 2009 \$108.53

COX COMMUNICATIONS  
RETAIL PROCESSING CENTER  
PO BOX 123456  
SOMEWHERE, USA 12345-6789

640 DMS KC RP-16 003464 017208 YYYNNNNY 01  
February 10, 2009 bill for Steve Smith  
Account number 001 0110 00899999

CREDIT ADJUSTMENT DETAIL		
Courtesy Credit	Jan 20	-21.00
TOTAL CREDIT ADJUSTMENT DETAIL		-\$21.49

SUMMARY OF CHARGES	
Monthly Services	\$55.00
Partial Month Services	15.00
Usage Charges	13.25
One Time Charges	10.00
Taxes, Fees and Surcharges	15.28
TOTAL NEW CHARGES	\$108.53

MONTHLY SERVICES		Feb 10-Mar 9
<b>Bundle</b>		
Cox Bundle Discount		-\$21.70
Cable		\$48.99
Cox Standard Service		10.51
Digital Movie Tier		10.00
Digital Receiver		4.00
Additional Outlet		11.95
Cox Digital Video Recording Service		5.25
DVR Converter - DVRHD		5.25
Digital Converter		5.50
HBO		\$101.45
Total Cable		
Internet		\$41.99
High Speed Internet Preferred		
<b>Telephone</b>		
123-456-7890		\$41.20
Digital Telephone		4.95
Voice Mail		
Total Telephone		\$46.15

PARTIAL MONTH SERVICES		
Cox Bundle discount	Jan 25-Feb 9	
HBO	Jan 25-Feb 9	
Cinemax	Jan 25-Feb 9	
123-456-7890	Jan 25-Feb 9	
Cox Digital Telephone	Jan 25-Feb 9	
TOTAL PARTIAL MONTH SERVICES		\$66.97

TAXES, FEES AND SURCHARGES

<b>Cable Fees</b>		
FCC Fee		\$0.06
Franchise Fee		2.58
Total Cable Fees		\$2.64
<b>Telephone Taxes, Fees and Surcharges</b>		
<b>Taxes</b>		
County Tax		\$0.14
Federal Excise Tax		0.14
State Sales Tax		0.18
E-911		1.50
<b>Fees and Surcharges</b>		
Lifetime and Relay Fee		\$0.05
FCC Access Charge		6.50
Federal Universal Service Fund		0.73
Total Telephone, Taxes, Fees and Surcharges		\$9.24

- 8 Your Cox Bundle saved you \$21.70 this month.  
Your Control Plus package includes basic monthly service and 5 features.
- 9

Payment options  
Online: Visit [cox.com](http://cox.com) to register for 24 hour online access or make payments to your account.  
Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make checks payable to Cox Communications. Allow 7 days for processing.  
Phone: Call 123-456-7890 anytime and follow the phone prompts to make a payment using your bank account or credit card.  
In person: Visit [www.cox.com](http://www.cox.com) for a list of Cox Authorized Payment Centers.

